

RMR:Third party intermediary(TPI) working group 4th Session

Breakout group discussion : Complaints

In this session we will be continuing to populate the structure of the Code of Practice with Code clauses. Today we will cover 'Consumer' complaints. Following this discussion we are hoping to make a decision on this section.

We will only return to them after concluding the remainder of the Code, when we consider whether the Code addresses our Objective, and to check for overlaps/consistency, etc.

Please bear in mind our Code objective: *'To protect the interests of business consumers by giving them the confidence that when they use Third Party Intermediaries for energy related services, they will be honest and transparent and effectively assist them with their energy needs'*

Instructions for groups:

- Please read the starting suggestion we have provided (Document attached) and use this to guide the discussion.
- If you do not agree with our suggestion, ensure that you provide an alternative suggestion and your reasons why.
- The test against which the level of detail that should be included for each point will be decided on is whether the recommended clause provides a sufficient level of protection for customers.
- When reporting back to the group, please use the structure provided for each point.
- Please use up to 30 mins to discuss this point.